

A.D. 1.8, Departmental Public Relations
Prepared for signature 10/5/95 - effective 10/18/95

1. Policy. Departmental staff shall conduct business with the general public in a courteous, congenial, and helpful manner. The Department shall promote good relations by conducting public educational programs and forums.
2. Authority and Reference.
 - A. Connecticut General Statute 18-81.
 - B. Executive Order No. Three, February 2, 1995.
 - C. Administrative Directive 1.5, Public Information and News Media Relations.
3. Definitions. For the purposes stated herein, the following definition applies:

Business Hours. A scheduled period of time established at each correctional unit in which nonessential personnel are scheduled to work, e.g., Monday through Friday, excluding holidays, 8:30 AM to 4:30 PM.
4. Staff Contact With the General Public. Departmental staff shall conduct themselves in a professional manner when dealing in person or by telephone with the general public. Staff shall attempt to impart information, answer a question or resolve a problem, as authorized by Administrative Directive 1.5, Public Information and News Media Relations, that a member of the general public may have. If unable to assist the person(s) the staff member shall attempt to contact a supervisor or other staff member who may be able to help.
5. Incoming Phone Calls from the General Public. Incoming phone calls from the general public shall be handled as follows:
 - A. Each correctional unit shall ensure that there is always someone available during the unit's business hours to answer the primary incoming telephone line.
 - B. No correctional unit shall use "voice mail" in lieu of assigning at least one staff member to answer telephone calls received through their primary incoming telephone lines(s) during business hours.
 - C. Staff shall answer a phone call as follows:
 1. state the name of the Unit and/or Agency;
 2. state the name of the staff member answering the call; and
 3. ask how the staff member can assist the caller.
 - D. The phone call shall not be referred to another state agency unless the staff member has identified the department within the agency to whom the call should go.
6. Educational Programs and Forums. Staff shall be encouraged to conduct Department authorized educational programs and forums for representatives of communities hosting a Department facility.
7. Exceptions. Any exception to the procedures in this Administrative Directive shall require prior written approval from the Commissioner.